

# JHCTD Application Portal FAQs

JHCTD Web Portal	
<b>Q. 1</b>	<b>How can I register in JHCTD Portal if I already have a TIN?</b>
	<p>If Dealer already has an Online Account on the existing Jharkhand CTD Portal, he can Log in to the New JHCTD Portal by logging in with his TIN and the existing Password. JHCTD Portal System will authenticate Dealer as a valid user and upon successful log in will display few basic details like TINs of all the Tax Type, Registration Effective Date, PAN, E-Mail Id and Mobile Number. System will also mandate to update few details like PAN, Mobile Number and E-Mail Id. VAT TIN is marked as Master TIN and it will be mapped with Account as soon as details are updated.</p> <p>After successful update, Dealer can log in to the new JHCTD Portal by using unique E-Mail Id, password is to be changed on 1<sup>st</sup> time log in.</p> <p>If Dealer does not have an Online Account on the Existing Jharkhand CTD Portal, then can sign up with E-Mail Id. On successful Sign Up, Dealer can log in to the new JHCTD Portal by using unique E-Mail Id. If Dealer does not have Registration or TIN, then can also apply for Registration post Login to JHCTD Portal.</p>
<b>Q. 2</b>	<b>Why am I asked to change my password and set the security question and answer when I login to JHCTD Portal for the first time?</b>
	<p>JHCTD Portal asks you to change the password so that you can set the password of your own choice. It is also required to enable the secured access to your JHCTD Portal .</p> <p>This security question and answer are essential for resetting of password in case you forget your password for JHCTD Portal. We recommend that you set the secret question and answer known only to you. This would prevent chances of other user getting access to your JHCTD Portal account.</p>
<b>Q. 3</b>	<b>I have forgotten my password. How do I get the new JHCTD Portal password?</b>
	<p>You need to access the "Forgot Password" link provided on the login page to get the new JHCTD Portal password. JHCTD Portal would ask you to select the Secret Question and Answer specified at first time login into JHCTD Portal. JHCTD Portal will validate the entered details into system and if details are matched, then JHCTD Portal system will send a new password to your registered email address.</p> <p>Alternatively you can contact the JHCTD Portal Support Centre to get assistance.</p>
<b>Q. 4</b>	<b>What is the difference between Informational and Transactional Portal?</b>
	<p>In Informational Portal you can view and download all the Commercial Tax Department related information, Notification, Act, Rules, Forms and Tax application Process documents.</p> <p>In Transactional Portal, you can do all your taxation related activities like Registration, Payment, Return, Generate Road Permits and C Forms.</p>
<b>Q. 5</b>	<b>How do I contact JHCTD Helpdesk?</b>
	<p>You can contact <a href="#">JHCTD Helpdesk</a> on their phone numbers _____ or you may reach them on their email address <a href="#">&lt;&lt; email id&gt;&gt;</a> . You can as well report your problems by using the Report</p>

	Problem/Query functionality and helpdesk staff would look into your query/problem and provides solution to your query/problem on portal.
<b>Q. 6</b>	<b>How to do e Registration, e Amendment, e Cancellation, e Return, e Payment using the JHCTD Web Portal?</b>
	You need to log in to the New Transactional Portal. After that you can find respective links for the Registration, Payment and Return into the section of 'e-Services'. For the process flow, please check the process document/ video as available in the 'Help' section of the Informational Portal <link>.
<b>Q. 7</b>	<b>How to generate Road Permits and C form using the JHCTD Web Portal?</b>
	You need to log in to the New Transactional Portal. After that you can find respective links for the generation of Road Permits and C form into the section of 'e-Services (Statutory Forms)'. For the process flow, please check the process document/ video as available in the 'Help' section of the Informational Portal <link>.
<b>Q. 8</b>	<b>Where I can find the Registration Certificates, Notices etc. served to me by the Department.</b>
	You need to log in to the New Transactional Portal. After that you can find respective link to view the Certificates and notices into the section of 'View and Upload Documents'.
<b>Q. 9</b>	<b>Whether Dealer can Track Status of any e application submitted on JHCTD Portal?</b>
	Yes, Dealer can track the status of any e application using Track Status Functionality on JHCTD Web INFORMATIONAL Portal.
<b>Q. 10</b>	<b>How can I change my password if I have forgotten my security question on Portal?</b>
	The Dealer is required to send this TIN to JHCTD Helpdesk for password and security question reset through email <<email id>> or call <<Call>> or visit the nearest CTD office. Ensure that email address registered with JHCTD is active and working because your new system generated password will be sent on that email address.
<b>CSU</b>	
<b>Q. 11</b>	<b>What is Client Side Executable Utility (CSU) and where it is available for download?</b>
	CSU is an offline utility through which Dealer can do Registration, Return, payment, appeal, refund, self-assessment, Request for Road permits & Central Forms etc. Dealer can save the form locally and once connected to the Internet, needs to submit the application. Once request is submitted successfully, acknowledgment receipt gets generated.  The installer is available in Informational Portal for download. Dealer needs to install the executable after downloading. For details please refer the CSU User Manual.
<b>Q. 12</b>	<b>What will be the User Id and Password for CSU?</b>
	CSU User Id and Password are same as Portal User Id and Password. So Dealer needs to be registered in the Portal in order to login to CSU. Dealer needs to click on 'Create Account' for the

	first time login to CSU and also needs to connect to the Internet. After providing Portal User Id and Password, the account will be created after verification with Portal.
<b>Q. 13</b>	<b>If password is changed on Portal, whether log in can be done from CSU with old password?</b>
	Yes, log in can be done with old password, but dealer will not be able to submit any request from CSU. Dealer needs to change/update the password same as portal by clicking "Update Password". It will be verified from portal before updation.
<b>Q. 14</b>	<b>In CSU where can I find the registration certificate, electronically generated notices etc. served to me by the Department.</b>
	You need to log in to the CSU. After that you can find respective link to view the Certificates and notices into the section of 'View and Upload Documents', where all communication to Dealer is available. When internet connectivity is available, details are updated from server.
<b>Portal and CSU Comparison</b>	
<b>Q. 15</b>	<b>What I should use for the Tax related activities, Portal or CSU</b>
	<p>You can use either of this depending upon your convenience. Below are some comparison between CSU and Portal.</p> <ul style="list-style-type: none"> <li>• CSU is helpful when your internet connectivity is not good. Portal is useful for real time transaction.</li> <li>• Online Payment can only be done through Portal using Payment Gateway or two way Payment with Banks. In CSU Dealer can generate the Challan only and can be used for offline payment.</li> <li>• Portal will have the facility to generate the Road Permits using ODS which is very helpful to generate Road Permits for thousands records. In CSU forms will be available to generate the Road Permits.</li> </ul>
<b>Registration</b>	
<b>Q. 16</b>	<b>What is Centralized Registration Form?</b>
	Centralized Registration form is a common Registration Form which is used for Registration under VAT, Luxury Tax, Entertainment Tax, Electricity Duty and Advertisement Tax.
<b>Q.17</b>	<b>In Centralised Registration Form, two options are mentioned one for Voluntary Registration and another for Compulsory Registration. Which option I should select?</b>
	<p>Depending upon your nature of business, you need to select as mentioned below</p> <p>Voluntary Registration – Not liable to pay Tax and your GTO exceeds 25 thousands during Financial Year.</p> <p>Compulsory Registration – Once you are liable to pay tax u/s 8 of JVAT Act, 05.</p>
<b>Q.18</b>	<b>Can I apply for Composition using Centralized Registration Form?</b>
	Yes, at the time of Registration only, you can select option for Composition schemes
<b>Q.19</b>	<b>I am a Medicine Dealer and opt to pay tax under MRP scheme. How to take Registration?</b>
	Option is available in the Centralized Registration Form, you need to select it.
<b>Q.20</b>	<b>Are all fields and Annexures mentioned in the Centralised Registration Form mandatory?</b>
	Please refer the guidelines as mentioned in the Centralized Registration Form.

<b>Q.21</b>	<b>Is PAN (Permanent Account Number) mandatory for the Composition Dealer at the time of Registration?</b>
	Yes, for the Composition scheme (GTO exceeding 25 lakhs) at the time of Registration. For the Composition scheme (GTO below 25 lakhs) not at the time of Registration. However Dealer has to submit PAN within three months from the date of issuance of the Registration Certificate.
<b>Q.22</b>	<b>Can I apply for Consolidated Registration under Rule 3(X) in Centralised Registration Form</b>
	Yes, if you have more places or additional places or branches of business than one, situated in different circles in the state, you have to apply mandatorily for Consolidated Registration in one circle in the state where your Principle Place of business is situated.
<b>Q.23</b>	<b>What is Digital Signature and how it will be used in the Application</b>
	<p>A Digital Signature is a digital code (generated and authenticated by public key encryption) which is attached to an electronically transmitted document to verify its contents and the sender's identity.</p> <p>In Upgraded Version of Application it is required to sign the application like Registration, Return etc with digital signature. So it is required that Dealer or Declared Business Manager acquires the digital signature to sign the application. This will help Tax Payers not to visit the Circles physically to submit all the Monthly/ Quarterly/ Annual Returns.</p> <p>In the initial stage, requirement of digital signature may be relaxed by the Department for a particular period.</p>
<b>Q. 24</b>	<b>What is Common Amendment Form?</b>
	Common Amendment form is a single form which will be applied for amendments under VAT, Luxury Tax, Entertainment Tax, Electricity Duty and Advertisement Tax.
<b>Q. 25</b>	<b>I want to apply for Cancellation of Registration Certificate however not able to find the prescribed forms in the new application.</b>
	A Common Cancellation form has been incorporated in the new application which can be used for cancellation. It is a single form which will be applied for cancellation under VAT, Luxury Tax, Entertainment Tax, Electricity Duty and Advertisement Tax.
<b>Q. 26</b>	<b>I want to apply for Professional Tax however not able to find the option in Centralized Registration form.</b>
	Centralised Registration is not applicable for the Act. You need to apply through JPT 101 and JPT 103 as applicable. Both these forms are available in Portal and CSU.
<b>Q. 27</b>	<b>I want to apply for Registration, which mode (Portal or CSU) I should use?</b>
	You can use either of these modes as per your convenience.
<b>Q. 28</b>	<b>I am JHLT Dealer however not able to find the link for updating Occupancy Details in Portal.</b>
	The link for updating Occupancy Details is provided in CSU.
<b>Q. 29</b>	<b>I had different TIN for different Tax Types however I find only my VAT TIN is associated</b>

	<b>for all Tax Types.</b>
	So after migration in Upgraded Version of Application there will be concept of only one Master TIN and one E-Mail Id, i.e. if a dealer is registered in different tax type in existing application and for tax types other than VAT and CST if dealer has declared that he is having VAT TIN, he will be issued Master TIN which shall be the VAT TIN.
<b>Q. 30</b>	<b>What is Master TIN?</b>
	Dealer with same PAN will be issued the same TIN for registration in different tax type. However if an application is made for registration with same PAN in same tax type again he will be issued a new TIN.
<b>Q. 31</b>	<b>Can I use any PAN for all types of business?</b>
	No. You should mention PAN as mentioned below. C – Company P – Person H – HUF (Hindu Undivided Family) F – Firm A – Association of Persons (AOP) T – AOP (Trust) B – Body of Individuals(BOI) L – Local Authority J – Artificial Judicial Person G – Government
<b>Q. 32</b>	<b>If acknowledgment no. for registration of one tax type is issued, can Dealer apply for registration in other tax type?</b>
	Yes, Dealer can apply for registration in another tax type using acknowledgment no. of earlier issued registration application. However, first registration application will be processed first at authority end.
<b>Q. 33</b>	<b>Whether Dealer's Business Manager is authorized to access JHCTD Web Portal?</b>
	Yes, when Dealer's does sign up and successfully creates account on portal, two passwords gets generated one for Dealer, one for Business Manager. Business Manager needs to use same email id as Dealer and Business Manager password for log in to portal. The details are authenticated for log in to portal.
<b>Q. 34</b>	<b>Whether cancelled dealer can log into portal?</b>
	Yes, Cancelled Dealer can log in to portal only for view purpose. However in case of Compulsory cancellation (Initiated by the Department) Dealer shall file Returns and make Payment till the end of the Tax period in which the Registration is cancelled.
<b>Return</b>	
<b>Q. 35</b>	<b>All VAT returns are to be filed by all Vat Dealers?</b>
	No, return is to be filed as follows.  Normal & Medicine Dealer under MRP scheme – JVAT 213 (Monthly Abstract) JVAT 200 (Quarterly Return) JVAT 204 (Annual Return).  Presumptive/Composite (GTO up to 50 Lakhs) Dealers – JVAT 211 (Quarterly Return) JVAT 212 (Annual Return) Only.

	Composite (GTO up to 25 Lakhs) Dealers – JVAT 212 (Annual Return) Only.
<b>Q. 36</b>	<b>I am a Medicine Dealer under MRP scheme and used to file Return in JVAT 214. However this Form is not available in the upgraded Application.</b>
	JVAT 214 has been removed. You have to file JVAT 213 (Monthly Abstract) and JVAT 200 (Quarterly Return) in place of JVAT 214.
<b>Q. 37</b>	<b>Previously I used to file monthly Return in JVAT 200 however I am not able to file monthly Return with the JVAT 200</b>
	As per the amendment made in the VAT Rules, JVAT 200 can be filed quarterly only effective from October. You can file Quarterly Return (October to December 2014 and onwards) in JVAT 200 in the month of January, 2015. You have to file Return for the period of September, 2014 or for earlier periods using JVAT 200 as monthly Return.
<b>Q.38</b>	<b>Annexures are available in JVAT 200 (VAT Quarterly Return), Form I (CST Quarterly Return) and JVAT 204 (VAT Annual Return). Are these mandatory to file?</b>
	Yes, you need to fill up the Annexures applicable in your case and has to be submitted with the Return. Return cannot be filed unless you submit Annexures applicable to you. Figures as per Annexures must match with the figures declared in the return form. In case of mismatch in figures, you have to correct the Annexures/ Return Form before final submission.
<b>Q.39</b>	<b>When to file the Annual Return?</b>
	Annual Return will be filed as mentioned below:  JVAT 204 - by 31 <sup>st</sup> December of the following Year.  Presumptive/Composite (GTO up to 50 Lakhs) Dealers – JVAT 212 - by 31 <sup>st</sup> December of the following Year.  Composite (GTO up to 25 Lakhs) Dealers – JVAT 212 – By 25 <sup>th</sup> April of the following Year
<b>Q. 40</b>	<b>What is Monthly Abstract and when this needs to be filed?</b>
	Monthly Abstract is not a detailed return, it's just a summary of main information like Turnover, Purchase, and ITC. Dealer needs to file a monthly abstract in Form of JVAT 213 for the month of October, 2014 onwards. This should be filed within 25 days after the end of the month.
<b>Q. 41</b>	<b>Who will file the Monthly Abstract?</b>
	This will be filed by all Registered VAT Dealers except the Presumptive and Composite Dealers.
<b>Q. 42</b>	<b>Is there any change in filing CST Return in the Upgraded Version?</b>
	Yes, CST Return has to be filed Quarterly and Annually. You can file Quarterly Return (October to December 2014 and onwards) in Form I in the month of January, 2015.
<b>Q. 43</b>	<b>Should I need to file Monthly CST Return?</b>
	No, you cannot file Monthly CST Return. CST details will be taken in JVAT 213 filed as Monthly Abstract.
<b>Q. 44</b>	<b>Can I file all returns on Portal?</b>
	Yes you can. First you need to login into the system then go to the e returns link and select return form. Fill all the details on return web form and submit it.

<b>Q. 45</b>	<b>How do I treat Excess Input Tax Credit from a previous VAT Return?</b>
	Excess Input Tax Credit shall be automatically carried forward to next Return from previous Return by the system.
<b>Q. 46</b>	<b>Can Return be filed without making payment?</b>
	No, Return can be filed only when 100% payment is made.
<b>Q. 47</b>	<b>For any omissions or incorrect information, can a Return be filed?</b>
	Yes. You can do this by filing a revised return. Revised return can be filed any no. of times on or before filing of annual return.
<b>Q. 48</b>	<b>Can Annual Return be filed without filing all the monthly/quarterly Returns?</b>
	No, all the monthly or quarterly return as applicable has to be filed before filing annual Return.
<b>Q. 49</b>	<b>I am a Registered Dealer having no Sales and Purchases. Do I have to file Returns?</b>
	Yes you need to file a NIL Return. Go to e Return Link, select the nil Return option and submit.
<b>Q. 50</b>	<b>What do I do if I am trying to upload my return but system tells me I have to file returns for previous periods?</b>
	Returns are to be filed sequentially starting from the liability date. If any previous return is not filed Dealer cannot file return for further periods. While in case of existing Dealers after new application rolls out, can file first return without filing previous period returns. However after filing first return Dealer has to file previous returns in sequential manner.
<b>Q. 51</b>	<b>Can I view returns that have been filed for previous tax periods?</b>
	Yes. You login to JHCTD Web Portal, select the view returns link within e-services section. You need to select the type of return form. On clicking 'Submit' button, return details along with Annexures can be viewed.
<b>Q. 52</b>	<b>If return is not filed by Dealer within due date, any notice or reminders will be sent?</b>
	Yes, if return is not filed within due date, defaulter notice will be sent automatically to all the dealers.
<b>Q. 53</b>	<b>Can a return be filed after return due date?</b>
	Yes, it can be filed after due date, but dealer is liable to pay penalty for late return filing.
<b>Q. 54</b>	<b>Whether Dealer can file digitally signed return?</b>
	Yes, Dealer has to file digitally signed return.  In the initial stage, requirement of digital signature may be relaxed by the Department for a particular period.
<b>Payment</b>	
<b>Q. 55</b>	<b>What are the modes of e-Payment available in the new application?</b>
	You can make payment using Payment Gateway or using Two way payment systems with the



	banks which has an agreement with Jharkhand Commercial Tax Department.
<b>Q. 56</b>	<b>What is the process of the Two Way Payment System?</b>
	<p>Following is the brief of the Process. For the more detail and screen shots, please refer the User Manual.</p> <ul style="list-style-type: none"> <li>• Login on to the Portal using E Mail Id and Password</li> <li>• Basic details of Dealer are auto populated on the challan form and Dealer has to provide details for Payment Period, Tax Period from and to, Purpose for Challan and Amount against each purpose.</li> <li>• Dealer selects bank from the list of banks (currently SBI and IOB are Integrated) through which Dealer wants to make the payment.</li> <li>• On clicking of the submit button, Dealer would be redirected to the bank's Web Portal. Dealer has to log on to the bank's portal using his Internet Banking Id and password as provided by the bank.</li> <li>• If the net banking user name and password are correct then the page with all the information which the Dealer had filled on the JCTD portal (e-Payment) will be shown on the bank's portal.</li> <li>• Dealer will have to select the account from which he wants to make e-Payment and hit the confirm button.</li> <li>• Banks portal will display a verification screen where the Dealer can view all the details of the Payment - On confirmation, Dealer has to enter transaction password and then the payment will be debited from his/ her account.</li> <li>• Once this activity completes successfully, a payment confirmation message will be displayed. A unique reference number (Transaction Id) will also be generated by the bank and displayed as confirmation. The dealer will be provided a link for viewing the Challan details.</li> <li>• E-Receipt will be generated which contains all the details of payment along with a unique Challan Identification Number (CIN). This is the unique number generated at bank's end to uniquely identify all Challan payments.</li> <li>• Once the payment is done, Dealer will be redirected back to the JCTD web portal after few seconds, where the unique bank reference number and CIN number will be displayed.</li> <li>• Data gets updated in the Commercial Tax Database against the Challan if the transaction is successfully reverted back to the Commercial Tax Portal from Bank's Portal.</li> </ul>
<b>Q. 57</b>	<b>Can I pay taxes through my local bank?</b>
	Yes, as long as the bank in which you have an account, has an agreement with Jharkhand Commercial Tax Department and made the integration. Currently SBI and IOB are Integrated.
<b>Q. 58</b>	<b>What is the due date for making payment of tax?</b>
	<p>The tax shall be paid not later than 15<sup>th</sup> day after the end of that month.</p> <p>For presumptive and composite tax Dealer, tax shall be paid not later than 15<sup>th</sup> day after the end of that quarter.</p>
<b>Q. 59</b>	<b>If payment of tax is not made within due date, any notice or reminders will be sent?</b>
	Yes, if payment is not made within due date, defaulter notice will be sent automatically to all the dealers. Interest calculation on late payment of tax will be done by the application.
<b>Central &amp; Local Form Management</b>	
<b>Q. 60</b>	<b>Can a Registered Dealer under VAT apply for SUGAM (G), SUGAM (B) and CST Forms?</b>
	No, Dealers registered under VAT and CST can apply for SUGAM (G), SUGAM (B) and CST



	Forms. Dealers registered under VAT, can apply for SUGAM (P) only.
<b>Q. 61</b>	<b>Whether Dealer can apply for cancellation of already generated road permit or CST forms?</b>
	Yes, dealer can apply for cancellation for already generated permit and CST forms within prescribed period.
<b>Q. 62</b>	<b>What shall Dealer do in case of change in vehicle (Transshipment) for already generated Road Permits?</b>
	Dealer can update the changed vehicle details using the Transshipment functionality available in Road permits.
<b>Q. 63</b>	<b>When this new facility for Online EI, EII, H Forms will start?</b>
	It will be started from October-December, 2014.
<b>Q. 64</b>	<b>When can I request for Online Central Forms?</b>
	You can request for CST forms only after the respective quarter is completed and you have filed e>Returns (VAT & CST) and made online payments of admitted tax for the respective period.
<b>Q. 65</b>	<b>I have submitted my original returns and generated CST forms. Now I find some mistakes in VAT/CST returns, Can I revise returns and regenerate CST forms based on these revised returns?</b>
	Yes, you can file your revised returns and can regenerate the CST forms.
<b>Q. 66</b>	<b>How can I track the CST Forms request Status?</b>
	You can check the status of your CST forms request in your login at JHCTD Web Portal under the menu e-Services->e-CST Forms Status.
<b>Q. 67</b>	<b>How do I share the CST forms generated in my login?</b>
	You can share the hardcopy of the CST form PDF as generated from your login as well as the softcopy.
<b>TDN</b>	
<b>Q. 68</b>	<b>I am a Contractee/ Deductor, whether I need to be Registered in Commercial Tax?</b>
	Yes, you need to enroll yourself in the new 'Application for allotment of Tax Deduction Number' Form available in the new application. You will be issued a 'CERTIFICATE OF ENROLMENT' after successful verification of your application.
<b>Q. 69</b>	<b>Whether I need to file any Return for the tax deducted and deposited by me</b>
	Yes, you need to file statement specifying the details of tax deducted and deposited. There two such forms available. One for other than Department of the State Government and another for Department of the State Government.
<b>Other</b>	
<b>Q. 70</b>	<b>I am a regular Dealer, how to opt for the presumptive or composite scheme?</b>

Using newly designed JVAT 119 you can do the following

- Conversion from Regular to Presumptive Tax Scheme
- Conversion from Regular to Composition of Tax Scheme
  - Composition of Tax (Turnover upto 25 lakhs per annum)
  - Composition of Tax (Turnover upto 50 lakhs per annum)
- Renewal of Composition of Tax Scheme (Turnover upto 25 lakhs per annum)
- Renewal of Composition of Tax Scheme (Turnover upto 50 lakhs per annum)
- Conversion from Composition of Tax Scheme (Turnover upto 25 lakhs per annum)) to Composition of Tax Scheme (Turnover upto 50 lakhs per annum)